







Contact

 patansalman1998@gmail.com
 +916300734545
+971503013575
 Dubai, UAE
 Residential Visa

Education

BACHELORS DEGREE


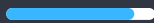
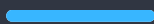

Yogi Vemana University Kadapa | 2015-2018

Certification

Fire fighting

Training Certificate from ENOC

Language

English 
Hindi 
Telugu 
Urdu 

Personal Details

Nationality : Indian
Date of birth : 02-08-1998
Passport No : P5748572
Expiry Date : 21-11-2026

SALMAN KHAN PATAN

FRONT OFFICE EXECUTIVE

Results-driven Front Office Executive with expertise in CRM management, effective communication, and problem-solving. Proven ability to provide exceptional customer service, resolve issues promptly, and promote upselling opportunities. Meticulous attention to detail and adept at multitasking in a fast-paced environment. Collaborative team player with strong adaptability and tech-savvy skills. Committed to maintaining professionalism and contributing to a positive customer-focused atmosphere

Work Experience

CUSTOMER SERVICE ASSOCIATE 08/2018 - Still Working
Emirates National Oil Company (ENOC) | UAE

Key Responsibilities :

- Deliver high-quality customer service to ensure customer satisfaction and loyalty.
- Handle customer inquiries, concerns, and requests in a timely and effective manner, demonstrating a commitment to resolving issues.
- Handle account management tasks, including updating customer information, processing orders, and managing customer profiles.
- Proactively address and resolve customer complaints and issues, demonstrating strong problem-solving skills and a commitment to customer satisfaction.
- Ensure accurate and up-to-date records of customer interactions, transactions, and inquiries using CRM software.
- Work collaboratively with other departments to address customer needs and resolve issues, fostering a positive working environment.
- Consistently meet or exceed established performance metrics, including response times, customer satisfaction scores, and upselling targets.
- Maintain a thorough understanding of company products and services to provide accurate information to customers.

Skills

- CRM Management
- Effective Communication
- Problem-Solving
- Attention to Detail
- Time Management
- Team Collaboration
- Adaptability
- Upselling and Cross-Selling
- Multitasking
- Tech Savviness
- Professionalism
- Analytical Thinking